

Annual Report to Residents 2025 to 2026



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Terms we use in this report

Resident – we use the term resident when talking about people who live in council homes (our tenants) and leaseholders combined.

Tenant Satisfaction Measures (TSMs) – are a set of standard questions and data that social housing landlords use to check how happy tenants are with their homes and services.

Housing Revenue Account (HRA) – is a separate council budget funded primarily through tenants' rents and related charges. The HRA is used specifically to support the management and maintenance of council homes.

Remuneration – the money paid to our directors (salary).

Welcome to your annual report

Councillor Barry Parsons,
Chair of the Homes
and Housing Delivery
Committee



The social housing sector continues to change, with increased expectations around safety, transparency, accountability and resident engagement. Here in Bristol, we are working with the Regulator of Social Housing to meet these expectations and deliver better services for residents.

While there is still more to do, I am pleased we have made meaningful progress in several important areas.

Keeping residents safe remains our highest priority. We have invested in fire safety improvements and compliance programmes, maintaining 100% compliance for legionella risk assessments and lift safety inspections. Investment in sprinkler systems and communal fire alarms allowed us to end the waking watch patrols introduced to manage fire safety risks in our residential blocks.

Residents have told us they want a stronger voice in shaping housing services and we are acting on that feedback. We launched our new Resident Voice Strategy, strengthened scrutiny

and engagement opportunities and reintroduced estate walkabouts so residents can influence decisions about their communities.

We also started rolling out our new NEC housing management system, giving us better information and the tools to provide more joined-up services and improve residents' experience.

Over the past year, we completed 63,386 repairs and saw improvements in satisfaction with repairs, repair times and the condition of homes. We also completed more than 18,700 home condition surveys to better understand where future investment is needed.

We know residents expect better in areas including complaints handling, anti-social behaviour and communication. We are listening to that feedback and are determined to improve.

The year ahead is about building on our progress and turning feedback into visible improvements. We will continue to focus on the things that matter most to residents, working alongside them to deliver better services and outcomes for communities across Bristol.

About this report

This report covers the performance of Bristol City Council Housing and Landlord Services from 1 April 2025 to 31 March 2026. It sets out how we have performed as your landlord and how we are meeting our responsibilities to residents.

The report includes the results of our **Tenant Satisfaction Measures** (TSMs), introduced by the Regulator of Social Housing alongside key performance and finance information. It also highlights our priority areas for improvement, based on the issues that matter most to residents.

How we collect resident satisfaction data

We used independent telephone surveys, carried out by Acuity Research Limited, to collect resident satisfaction. They surveyed a random sample of residents, with an option to complete the survey online.

We used the responses from residents to support service improvements. In this report, we also share information to let residents know how we are performing on repairs and maintenance, home safety, neighbourhood management and complaints.

Overall satisfaction

On 31 March 2026, we managed **26,811** council homes and **1,988** leasehold homes.

Overall resident satisfaction (residents who live in council homes and leaseholders combined) has remained consistent at **63%**.

During the same period, **2,456** tenants took part in our tenant satisfaction measures survey. The proportion of tenants who said they are satisfied with the overall service from Bristol City Council as their landlord is **65%**.

What we did in 2025 to 2026:

- we introduced a new IT system to help improve how we manage tenancies, resident data and data about our homes
- we published a new Resident Voice Strategy in response to feedback from residents, local community groups and councillors

We are now working on:

- targeting service improvements in areas where resident satisfaction remains low such as repairs, anti-social behaviour, complaints and communication
- launching a campaign to make sure we improve customer service, communication, and responding to residents' needs including where reasonable adjustments and additional support is needed

26,811

Council homes



1,988

Leasehold homes

63%

Overall resident satisfaction



65%

of council tenants satisfied with BCC as their landlord



Keeping your home safe



Keeping residents’ homes safe is one of our most important responsibilities and a key commitment in our [Corporate Strategy](#). Throughout 2025 to 2026, we continued to carry out essential safety checks and invested in homes and buildings to help keep residents safe. This section highlights some of the ways we have delivered on this commitment during the year.

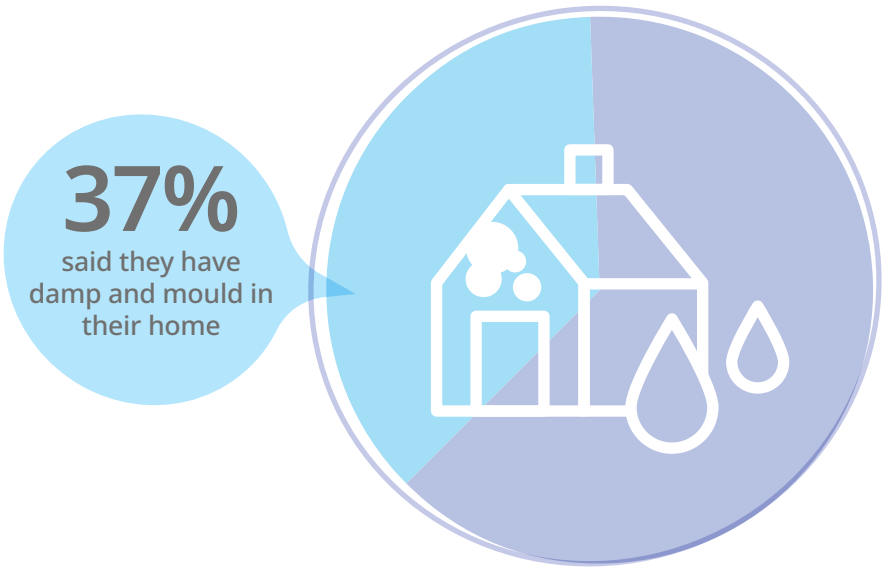
Our performance 2025 to 2026

Measure	2025–2026	Compared to 2024–2025	
Proportion of homes for which all required gas safety checks have been carried out.	98.9%	-1.1%	▼
Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	88%	-11.5%	▼
Proportion of homes for which all required fire risk assessments have been carried out.	98.9%	-1%	▼
Proportion of homes for which all required legionella risk assessments have been carried out.	100%	0%	-
Proportion of homes for which all required communal passenger lift safety checks have been carried out.	100%	+0.5%	▲
Proportion of respondents who report that they are satisfied that their home is safe .*	73.8%	+3.5%	▲

*council tenants only

Damp and mould

We are using this information to help us prioritise inspections, repairs and support for our most vulnerable residents.



What this means:

Most residents feel safe in their homes. We are performing strongly in safety compliance, but we still have work to do to improve fire risk assessments and asbestos management.

What we did in 2025 to 2026:

We completed sprinkler installations in three high-rise blocks and started work on a further three during 2025/26. Our teams were the first in the country to secure Building Safety Regulator (BSR) approval for these works.

In 2025 to 2026 you said:

- you want better assurance that your homes are safe and are being regularly checked
- you don't always understand what safety checks mean
- you want us to work faster where risks are spotted

We are now working on:

- carrying out all required safety checks and increasing monitoring
- increasing visibility of our building safety activity through regular inspections, updates to residents living in high-rise homes and through our wider Housing News newsletters

Building resident confidence through better communication

We listened to feedback from residents about improving communication with them before works take place in their homes.

Thanks to this feedback, we introduced a new communication approach back in February. As part of this new approach, we invited residents to a coffee morning prior to starting a programme of smoke detector upgrades. We held this coffee morning so residents could meet the team, see who would be visiting and have the opportunity to try out the new alarm system. We also provided residents with clear information on what would be taking place and gave them the option to choose a convenient appointment time for the work to take place.

This new approach to communicating and engaging with residents before work takes place is more personal and supportive and has helped residents feel reassured and confident about what will happen. Overall, the response to this approach has been very positive, with residents praising the team as, "friendly," "well prepared" and "tidy." We have since carried out 13 sessions of this type.



Repairs and maintenance

Providing a responsive repairs and maintenance service is essential in helping residents live in homes that are safe, comfortable and well cared for. This section highlights the work that has happened during the year and the progress we are making to provide a more reliable repairs service for residents. In 2025 to 2026, we carried out 63,386 repairs to residents' homes.

Our performance 2025 to 2026

This table shows performance for council homes and council tenants.

Measure	2025-2026	Compared to 2024-2025	
Proportion of homes that do not meet the Decent Homes Standard.	17.1%	+10.3%	▲
Proportion of non-emergency responsive repairs completed within the landlord's target timescale.	59.5%	-30.3%	▼
Proportion of emergency responsive repairs completed within the landlord's target timescale.	72.5%	+2.5%	▲
Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service .	74.1%	+3.8%	▲
Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair .	69.6%	+4.9%	▲
Proportion of respondents who report that they are satisfied that their home is well maintained .	68.8%	+4.9%	▲

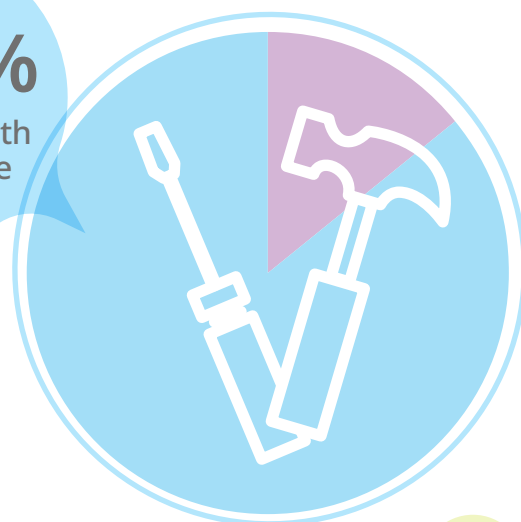
What this means:

We recognise that some residents have experienced delays to repairs. We've continued to work through a backlog of outstanding jobs while prioritising urgent repairs and improving our service.

The rise in homes that do not meet the Decent Homes Standard is because recent home condition surveys have given us a better understanding of the condition of our homes.

69.6%

Satisfied with the service



85% of residents were satisfied with planned maintenance work completed in their homes, such as kitchen replacements and rewiring.

86% of residents contacted within six weeks of receiving a repair to their home were satisfied with the service provided. This is slightly higher than wider resident perception reported on page 7.

In 2025 to 2026 you said:

- repairs take too long to complete
- you are not always kept informed about your repair
- some homes need more investment

We are working on:

- improving access to the repairs service by redesigning our online repairs form
- improving transparency through appointment reminders
- involving residents in future investment planning for council homes over the next five years

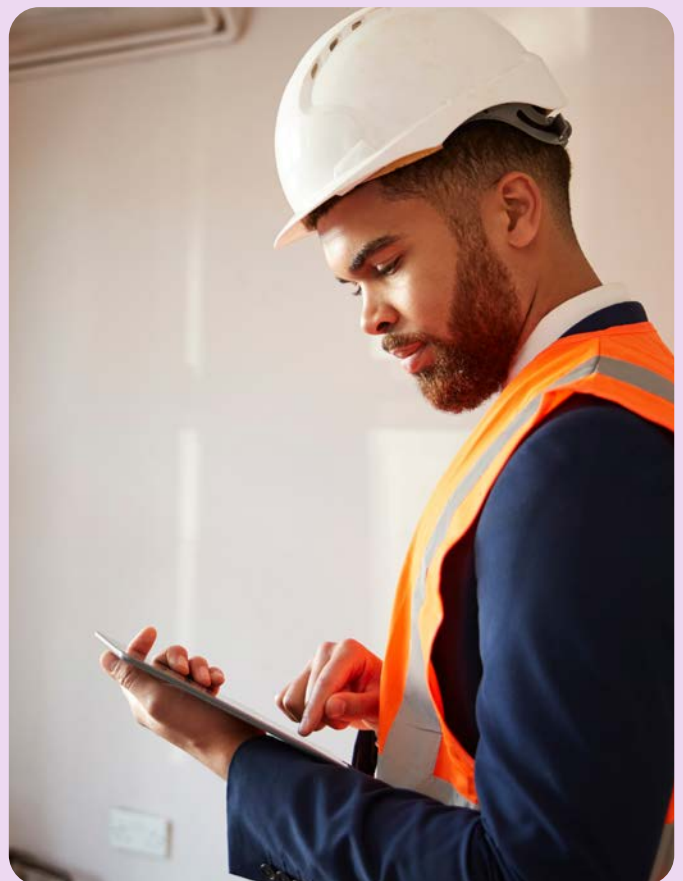
Home condition surveys

Home condition surveys help us understand the condition of your home. We use this information to make sure homes are safe, comfortable and well maintained, and to help us plan future improvements such as kitchens, bathrooms, windows and other major works.

By the end of March 2026, we achieved our target of surveying 70% of homes – over 18,700 surveys! This is a huge achievement that we could not have done without your help, so thanks to you all for letting our surveyors in when they called on you.

If you haven't had a home condition survey yet, then don't worry. We will be calling on you by March 2027.

If you want to request a survey, please contact homeconditionsurveys@bristol.gov.uk



Listening, communication and respect



Listening to residents, communicating clearly and treating people with respect remain key priorities. In 2025/26, we improved how we engage with residents and we’re using their feedback to shape our decisions. This section highlights how we are listening, responding and improving the resident experience.

Our performance 2025 to 2026

*This is satisfaction for council tenants only

Measure	2025–2026	Compared to 2024–2025	
Proportion of tenants who said they are satisfied with the overall service from Bristol City Council as their landlord.	64.7%*	+0.2%	▲
Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them .	56.8%	+4.5%	▲
Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	69%	+5%	▲
Proportion of respondents who report that they agree their landlord treats them fairly and with respect .	76.2%	+3.5%	▲

What this means:

Most residents feel treated fairly, but fewer residents feel we listen and act on their views. We know we need to improve our presence in neighbourhoods.

In 2025 to 2026 you said:

- you want to feel heard and see the actions we are taking
- our communication is not always clear or timely
- you want to know what happens after you give feedback

What we did in 2025 to 2026:

- we published our Resident Voice strategy in June 2026, which strengthens our commitment to listening and acting on your feedback
- we improved resident influence in decision-making by improving resident panels and opportunities for engagement
- we started estate walkabouts to help increase our presence in communities

We are working on:

- improving how we inform you about estate walkabouts
- continuing to support resident scrutiny and co-production where residents help design solutions to improve services
- developing training for housing and contact centre colleagues, including training on customer service and communication

Residents helping shape housing services

We are committed to strengthening resident influence. This has involved us working with the Housing Scrutiny Panel to develop and introduce something called Scrutiny Bootcamps.

Created with residents and officers in the council, Scrutiny Bootcamps provide a more focused and interactive way for residents to examine specific topics, review evidence, share experiences and make recommendations for improvement.

A pilot Scrutiny Bootcamp took place in November 2025 with the focus of the session on the accessibility of housing policy documents. During the session, attendees from the Housing Scrutiny Panel worked alongside housing officers to review

how we present information to residents and identify opportunities to make policies clearer, more accessible and easier to understand.

The success of the pilot has helped establish Scrutiny Bootcamps as an important part of the Housing Scrutiny Panel's work. We are now planning further bootcamps. These will focus on topics that we know are priorities for our residents and areas that are important to the housing service.

This will make sure resident scrutiny focuses on issues that matter most to our residents, as well as our leaseholders.

You can find more information on the Housing Scrutiny Panel and Scrutiny Bootcamps at www.bristol.gov.uk/housing-scrutiny-panel



Understanding your needs

It is important that we understand who our residents are to help us to deliver services that are fair, inclusive and responsive to different needs.

Our records show that:

- **36%** of residents are Disabled
- **69%** of residents are white, **24%** are from Black, Asian and minority ethnic communities and that **7%** are unknown or prefer not to say
- **60%** of residents are female, **31%** are male and **9%** state other or prefer not to say
- **2%** of residents are 18 to 24, **74%** are 25 to 64, **24%** are over 65
- Just under a quarter of residents at **24%** are struggling a lot with the cost of living

What we did in 2025 to 2026:

- we installed **932** minor adaptations and **513** major adaptations to residents' homes in 2025 to 2026
- we supported **60** residents needing additional support to maintain their tenancies through our tenancy sustainment team
- we launched our Reasonable Adjustment Policy to make sure we are proactive in asking residents about their access needs
- our Income Management team agreed **2,061** affordable repayment arrangements to support residents to manage their debts
- our Welfare Rights and Money Advice service had a caseload of **427** client households. Of these, **172 (40%)** were residents living in council homes

In 2025 to 2026 you said:

- we need to improve fire safety information for older and disabled residents

We are working on:

- improving our understanding of residents who need additional support and making sure we record and act on them

Making changes to a young man's home to allow him to live safely and independently once again

A young man with Down Syndrome who lives with his elderly parents had to start sleeping downstairs in a hospital bed and using a commode to go to the toilet, after a fall resulted in a leg fracture. The fall also meant his dad needed to sleep downstairs on the sofa.

Prior to the fall, the young man was already beginning to have difficulty using the stairs to get to his bedroom and bathroom, so it was important to find a way for the young man to be able to live in his home safely and independently once again.

A home visit from an Occupational Therapist from the council identified that a stairlift wasn't suitable for his needs, however, a Through-Floor-Lift was. A surveyor then worked with the family to install the lift and make necessary changes to the front door to support him to access his home safely and independently. The lift is also suitable should the young man or another member of the household need to use a wheelchair in the future. The family are very happy with the finished work and have since been able to return to their usual daily routine.

Home ownership



We have **1,988** leasehold homes.

This includes **23** freeholders and **32** shared ownership homes.

We provide services to leaseholders, including:

- managing buildings and shared areas
- major works and service charges
- responding to communal repairs and enquiries
- permission requests and resales

157 leaseholders took part in the satisfaction survey and overall satisfaction is lower for leaseholders at **40%**.

We know that leaseholders have different experiences and needs. Leaseholder feedback highlights specific issues around communication, service charges and major works.

We are working to improve how we engage with and support leaseholders.

In 2025 to 2026 you said:

- communication about charges and works needs to improve so you know what you are paying for
- some services we pay service charge for are not delivered consistently
- responses from the service can sometimes be slow or unclear

What we did in 2025 to 2026:

- we now provide clearer, more accessible information about costs and services
- we provided training and support to wider teams within the council such as the Customer Service Centre (CSC) and our colleagues in Property Services to improve services
- we made Home Ownership Officers more visible in areas of the city where we have leasehold customers and offer service charge meetings and surgeries to leaseholders to explain their service charges and major works
- we have created a set of **Service Standards** to help improve the timeliness of responses

We are working on:

- strengthening agreements for communal cleaning, waste and grass cutting to make sure these services deliver better value for money

Complaints handling

Complaints handling is a key area that residents want us to improve, particularly in relation to timeliness and customer experience. In 2025 to 2026, we handled 1,481 stage 1 complaints, of which 975 were escalated to stage 2.

Our performance

Measure	2025–2026	Compared to 2024–2025	
Complaints per 1,000 homes	55.2	-3.2	▼
Number of stage two complaints received per 1,000 homes.	10.6	+2.2	▲
Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	65.8%	+3.8%	▲
Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	47.7%	+0.1%	▲
Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling.	28.2%	-0.7%	▼

In 2025 to 2026 you said that:

- complaints take too long to resolve
- responses don't always resolve the issue
- you want to see learning from complaints

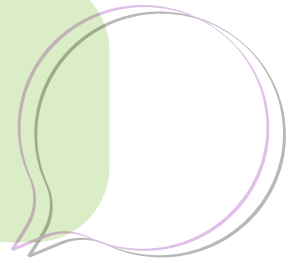
What we did in 2025 to 2026:

- we introduced stronger complaints monitoring to improve response times
- we improved training for complaint handlers focused on resolution and clear communication

We are working on:

- setting up a dedicated Resident Experience team to focus solely on housing complaints – they will focus on resolving complaints at the earliest stage possible
- strengthening how we learn from complaints and share this learning with residents

Responsible tenancy and neighbourhood management



New homes:

In 2025 to 2026 we built **99** new council homes. Overall, we let **1,133** council homes and **85%** of new residents were satisfied with our lettings service.

Estates and sites:

52% of all residents were satisfied that housing services are visible in their neighbourhood.

Anti-social behaviour:

We handled **1,658** anti-social behaviour cases in 2025 to 2026. This includes **53** hate crime incidents.

Our performance

Measure	2025-2026	Compared to 2024-2025	
Number of anti-social behaviour cases opened per 1,000 homes.	61.8	+18.3	▲
Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes.	2	+0.2	▲
Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	66.2%	+2.7%	▲
Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	59.7%	+2%	▲
Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	48%	-4%	▼

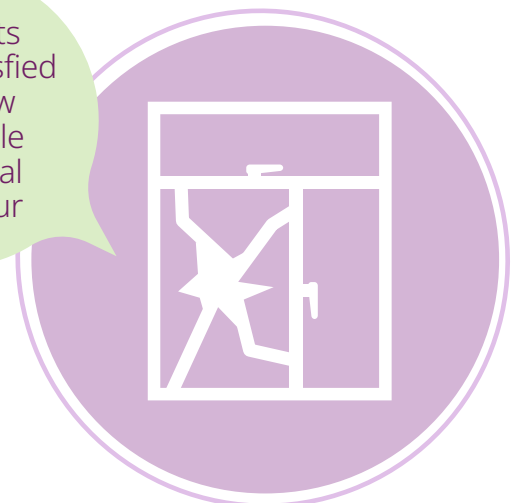
What this means

Resident satisfaction remains low, particularly regarding our handling of anti-social behaviour.

In 2025 to 2026 you said that:

- anti-social behaviour is not dealt with quickly enough
- you want better updates on reported cases
- estates need to be better maintained

Residents are dissatisfied with how we handle anti-social behaviour



What we did in 2025 to 2026:

- we brought the anti-social behaviour team back into the housing service
- we re-launched our estate inspections and neighbourhood walkabouts

What we are working on:

- improving response times and consistency in anti-social behaviour case handling
- delivering our 2026 programme of estate walkabouts to help increase our visibility and take action on neighbourhood issues
- advertising the date and time of site inspections in residential blocks to encourage resident participation and input

Better understanding the needs of our residents

The officers within the tenancy sustainment team continue to provide in person support to those residents that have the most complex needs and are at risk of losing their tenancy.

The team have had some real success stories. Recently an officer was able to build trust with a resident who we had difficulties communicating with for over seven years. By working closely with the resident and delivering positive outcomes, the officer visited the resident at home, arranged an occupational therapist assessment, identified outstanding repairs, and supported the resident during a joint visit with a surveyor to ensure all repairs were completed.

The officer also supported the tenant to register with a GP and made referrals for ongoing support to help the resident feel safe, supported and secure within their property.

Estate walkabouts

During the summer of 2025, we launched our annual community walkabouts programme, an important initiative designed to bring residents, partners and local agencies together to explore and discuss the issues that are important to them.

The walkabouts provide a valuable opportunity for residents to share their views on the issues that matter most to them and help shape priorities for their local area. By walking through communities together, we can better understand local concerns, celebrate what is working well and identify opportunities for improvement.

Over the course of 2025, we completed 100 walkabouts across our communities. The feedback and insight gathered from residents and partners proved invaluable. We listened carefully to what people told us and used this learning to review and strengthen the process for the future.

As a result, we have introduced several improvements for 2026. These include a standardised notice period to make sure residents have plenty of notice and a greater opportunity to participate.

One of the most significant developments is the introduction of a Local Action Plan following every walkabout. Each plan identifies three clear priorities for the area, agreed jointly with residents. These priorities provide a shared focus for the council, local partners and community members, allow us to work together to improve the environment and safety, and create more attractive places to live.

Building on the success of 2025, we are aiming even higher in 2026, with plans to deliver three times as many walkabouts. By continuing to listen, learn and act on the feedback we receive, we can make an even greater difference in the communities we serve.

Housing finance

How we use rent and service charge income

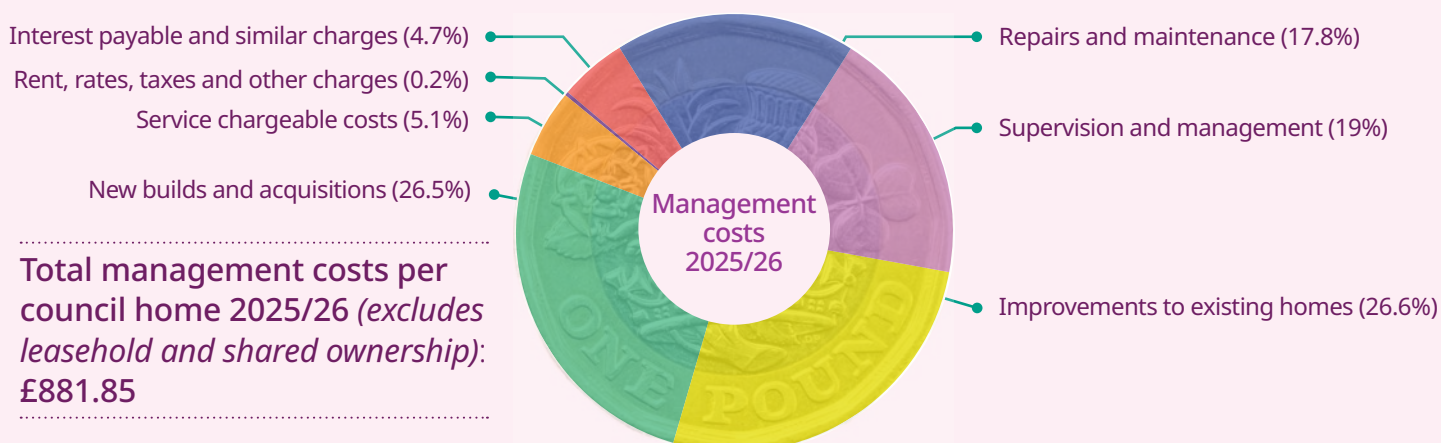
We are committed to being transparent about how we spend public money, including what we pay senior staff. We use the rent and service charges you pay to deliver housing services and invest in your homes.



Management costs – where the money goes:

Category	2025/26*
Repairs and maintenance	£42.222m
Supervision and management	£45.155m
Improvements to existing homes	£63.054m
New homes	£62.725m
Service chargeable costs	£12.096m
Rent, rates, taxes and other charges	£0.546m
Interest payable and similar charges	£11.251m
Total	£237.049m

* Estimate spend as at 31 March. Figures for 2025–26 are estimated and subject to change following final auditing of accounts.



Housing Directors' remuneration

Our senior managers are responsible for managing council homes. The Chief Executive Officer, whose salary is included in the calculations below, spends only part of their time delivering services to council residents.

Remuneration	Cost 2025 to 2026	Cost per council home
Remuneration Chief Executive Officer Bristol City Council	£197,982	£7.39
Remuneration for the Interim Executive Director of Housing (April to December)	£201,896	£7.53
Combined remuneration for Housing Directors (including Pension and National Insurance)	£809,134	£30.18

Get involved

Our website has all the latest opportunities for residents to get involved, including:

- Resident and Community Panel
- Housing Scrutiny Panel and Bootcamps
- Estate walkabouts
- High-Rise Living Group
- Leaseholder Forum
- Attend a housing drop-in event
- Resident satisfaction surveys
- Make a complaint, comment or compliment visit: www.bristol.gov.uk/complaints-and-feedback/housing

Get started today – contact us

Online: www.bristol.gov.uk/resident-engagement/get-involved

Email: resident.engagement@bristol.gov.uk

Call: **0117 352 1444** (option 2, then option 3)

Post: **Resident Engagement Team,
Bristol City Council,
PO Box 3399,
Bristol, BS1 9NE**



Housing Ombudsman

Do you know about the Housing Ombudsman Service? As a resident of social housing you have a right to use the Housing Ombudsman Service when you are unhappy with how we have handled a complaint.

They offer a free complaint resolution service and have recently been reformed to be given a more important role in housing. You can also contact them for general advice about housing complaints and your rights when complaining.

You can call them on **0300 111 3000**
Monday to Friday, 9.15am to 5.15pm or

Email: info@housing-ombudsman.org.uk
www.housing-ombudsman.org.uk

Each year the Housing Ombudsman asks all social landlords to look at how they handle complaints. We are pleased to find that we resolve most of your complaints at the first stage of our process. However we know we need to improve our response times after you've told us things have gone wrong.

We have published our self-assessment against the complaint handling code:

www.bristol.gov.uk/housing-ombudsman

We always want to improve and learn from our mistakes. If you have a complaint or any feedback about how we have handled a complaint or service, we would love to hear from you:

www.bristol.gov.uk/complaints-and-feedback/housing